

PeopleSoft Open Enrollment  
Frequently Asked Questions

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Q. What is my PeopleSoft User ID?

A. If you do not know your User ID you must contact your Human Resources Coordinator, Payroll Clerk, or Supervisor.

Q. I just logged in to the PeopleSoft program and it tells me my password has expired. This is the first time I logged on! How could it be expired?

A. The password given you is a temporary password and expires as soon as you use it for the first time. Because of this, the first time you logon you will be prompted to change your password. Your new password must be at least 6 characters long and contain at least 1 number, for example STATE8 would be a valid password. **Note: The first character must be a letter**

Q. I clicked on Change Password but it goes to a General Profile screen?

A. That's correct; now click on the link on the General Profile screen that says "Change Password".

Q. My spouse/friend/co-worker/employee doesn't have a state e-mail account to request a password reset. Can I request their password be reset?

A. No, only the owner of the userid can request their password be reset. They can contact DoITSupport Help Desk directly at 232-3251 or 800-382-1095 or send e-mail request to [doitsupport@doit.state.in.us](mailto:doitsupport@doit.state.in.us). (E-mail sent after 5:00 pm will be picked up the next business day.)

Q. I don't have a state e-mail account. Can I send a request to reset my password from my personal e-mail account like Yahoo or Hotmail?

A. No, for security purposes we cannot process password reset requests from an "outside" e-mail account. Please call 232-3251 or 800-382-1095.

Q. What if I need to get my password reset at night?

A. Call 317-232-3251 or 800-382-1095 and stay on the line. Someone will answer and be able to assist you.

Q. I need help completing the online form(s); should I contact DoITSupport?

A. No, you should see your Human Resources Coordinator or Payroll Clerk. **DoIT Support Staff can ONLY reset YOUR password.**

Q. Where can I report a problem?

A. Click on "Report An Issue" on the far left side of the PeopleSoft Login Page.

NOTE: You do **not** have to be logged on to report a problem.

Q. I have remarried and I now have a different last name. Can DoITSupport change this for me?

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A. No, you will need to contact your Human Resources Coordinator or Payroll Clerk.  
**DoIT Support Staff can ONLY reset your password.**

Q. Is my user ID and password all in uppercase?

A. Yes. For some users it is easier to turn the Caps Lock key on before typing the user ID and password.

Q. Is this a zero or the letter O after the first letter of my User ID?

A. Zero

Q. I get a message that tells me I have to have my cookies enabled.

A. Yes. If you get this message, contact **your** Information Technology staff.

Q. I saved my password but after saving my new password I go back to the General Profile page. How do I know that it was saved?

A. The word Saved is displayed in the upper right hand corner **very briefly**. You may not notice it. If you don't see it, log off and log back on using your new password. If your new password does not work, try the original password. If that doesn't work contact the DoITSupport Help Desk and request your password to be reset.